



**TULARE COUNTY
HEALTH & HUMAN SERVICES AGENCY**

DEPARTMENT OF HUMAN SERVICES

John Davis, Agency Director

AUG 19 2010

August 16, 2010

James Tashima, Acting Chief
Civil Rights Bureau
Department of Social Services
744 P Street, M.S. 15-70
Sacramento, CA 95814

Dear Mr. Tashima,

Enclosed is the Tulare County Civil Rights Corrective Plan for the Civil Rights Compliance Review of April 2010.

Please contact Karishma Fazalbhoy (interim), for Civil Rights at (559) 624-8085 if you have any questions or require additional information.

Sincerely,

A handwritten signature in black ink, appearing to be "John Davis", written over a horizontal line.

John Davis, Agency Director

Enc.

CIVIL RIGHTS
CORRECTIVE ACTION PLAN

April 2010

JOHN DAVIS, AGENCY DIRECTOR
TULARE COUNTY
HEALTH AND HUMAN SERVICES AGENCY
HUMAN SERVICES BRANCH

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I. INTRODUCTION

The review was conducted in the following locations:

Name of Facility	Address	Programs	Non-English languages spoken by a substantial number of clients (5% or more)
Tulare HHSA	1066 N. Alta Dinuba, CA	NAFS, CalWORKs	Spanish
Tulare HHSA	3500 W. Mineral King, Ste A Visalia, CA	IHSS	Spanish
Tulare HHSA	160 N.L. St Tulare, CA	Children's Services	Spanish
Tulare HHSA	1055 W. Henderson, Ste. 1 Porterville, CA	NAFS, CalWORKs	Spanish

II. SUMMARY OF METHODOLOGY

Corrective Actions:

NONE

III. DISSEMINATION OF INFORMATION

Corrective Actions:

NONE

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Facility Location: 1066 N. Alta, Dinuba

Facility Element	Findings	Corrective Action
Parking	The van-accessible space is missing signage below the symbol sign. Please see Work Order No 42811 attached.	For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state: "Minimum Fine \$250.00"

	<p>Both the accessible and van accessible spaces are short measuring 17'10"</p> <p>Please see Work Order No 425000104 attached.</p>	<p>(CA T24 1129B.4.1) p 133</p> <p>Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.1, ADA 4.6.3.) p 135</p>
Public Pay Telephone	<p>Does not have volume control.</p> <p>Please see Work Order No 425000105, 42834 attached.</p>	<p>At least one in each telephone bank and a minimum of 25% of the total number of public telephones shall be equipped with a volume control and shall be hearing aid compatible and identified with a sign. (CA T24 1117B.2.8 & 1117B.5.8.3, ADA 4.1.3.17.(b)) p 273</p>

Facility Location: 3500 W. Mineral King, Ste A, Visalia

Facility Element	Findings	Corrective Action
Parking	<p>There is no "unauthorized parking" sign posted at the entrance to off-street accessible parking.</p> <p>Please see Work Order No 42813 attached.</p>	<p>Additional sign shall be posted in a conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: Unauthorized vehicles parking in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____. (CA T24 1129B.5) p 133</p>

	<p>There is missing signage below the van-accessible symbol sign.</p> <p>Please see Work Order No 42814 attached.</p> <p>Freestanding sign height is short at 78".</p> <p>Please see Work Order No 380000111 attached.</p>	<p>For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state: "Minimum Fine \$250.00" (CA T24 1129B.4.1) p 133</p> <p>Sign height shall be 80" minimum from bottom of sign to top of finish grade. (CA T24 1129B.4.1, ADA 4.6.5) p 134</p>
Main Entrance	<p>Door pressure is excessive at 13 lbs.</p> <p>Please see Work Order No 42815 attached.</p>	<p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T 24 1133B.2.5, ADA 4.6.5) p 134</p>
Drinking Fountain	<p>Drinking fountain spout is high at 38".</p> <p>Please see Work Order No 380000105 attached.</p>	<p>The spout is located within 6" of the front edge and 36" of the floor. The water stream is parallel to the front edge of the fountain. (CA T24 1117B.1.4, ADA 4.15.3) p 233</p>
Restroom	<p>Men's: Door pressure is excessive at 9 lbs.</p> <p>Please see Work Order No 42816 attached.</p> <p>Accessible Urinal is high at 19"</p> <p>Please see Work Order No 380000106 attached.</p> <p>There is no clear space in front of the urinal. It was narrow at 23"</p> <p>Please see Work Order No 380000107 attached.</p>	<p>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2) (b) p 201</p> <p>Rim height shall be maximum of 17" in height above the floor. (CA T24 1115B.4.2.1) p 285</p> <p>Urinals: Where there are urinals provided, at least one (1) shall provide a clear floor space of 30" wide X 48" deep in front of the urinal to allow for a forward approach. This</p>

		clear space may extend 6" maximum under the urinal if the urinal has a 9" minimum toe clearance from the floor to the urinal's bottom. (CA T24 1115.b.4.2.3, ADA 4.18.3 & 4.22.5) p 285
	<p>Pipes under sink need to be re-wrapped. Please see Work Order No 380000108 attached.</p>	<p>Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (CA T24 1115B.4.7.1, ADA 4.24.6) p 343</p>
	<p>Women's: Door pressure is excessive at 11 lbs for the outside door. Inside door is also excessive at 14 lbs. Please see Work Order No 42817 attached.</p>	<p>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2) (b) p 201</p>
	<p>Pipes under the sink need to be re-wrapped. Please see Work Order No 380000110 attached.</p>	<p>Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (CA T24 1115B.4.7.1, ADA 4.24.6) p 343</p>

B. Recommendation

The accessible stall in the men's restroom does not have a latch on the door. It is recommended that a latch be installed, as clients are unable to open the door. For latches and slide bolt hardware that does not require fine hand or finger movements should be utilized (CA T24 1115B3.1; 1133B2.2) p 305

Please see Work Order No. 380000109 attached.

Facility Location: 160 North L Street in Tulare

Facility Element	Findings	Corrective Action
Parking	<p>There is missing signage below the van-accessible symbol sign.</p> <p>Please see Work Order No 42831 attached.</p>	<p>For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state: "Minimum Fine \$250.00" (CA T24 1129B.4.1) p 133</p>
Main Entrance	<p>Door pressure is excessive at 15 lbs.</p> <p>Please see Work Order No 42828 attached.</p>	<p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T 24 1133B.2.5, ADA 4.6.5) p 134</p>
Restroom	<p>Men's: Door pressure is excessive at 20 lbs. Please see Work Order No 42829 attached.</p> <p>Women's: Door pressure is excessive at 20 lbs. Please see Work Order No 42830 attached.</p>	<p>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2) (b) p 201</p> <p>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2) (b) p 201</p>

Facility Location: 1055 W. Henderson, Ste. 1, Porterville

The TulareWORKs office has completed majority of relocation to Ste. 3 as of 6/30/10. This office is currently finishing up the relocation process.

Facility Element	Findings	Corrective Action
Parking	<p>There is missing signage below the van-accessible symbol sign.</p> <p>Please see Work Order No 42818 attached.</p>	<p>For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state: “Minimum Fine \$250.00” (CA T24 1129B.4.1) p 133</p>
Main Entrance	<p>Door pressure is excessive at 19 lbs.</p> <p>Please see Work Order No 42819 attached.</p>	<p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T 24 1133B.2.5, ADA 4.6.5) p 134</p>
Restroom	<p>Men’s: Door pressure is excessive at 20 lbs. Please see Work Order No 42820 attached.</p> <p>Wall sign is too low at 56” Please see Work Order No 42822, 42821 attached.</p> <p>Women’s: Door pressure is excessive at 20 lbs. Please see Work Order No 42825 attached.</p> <p>Wall sign is too low at 56”. Please see Work Order No 42823, 42824 attached.</p>	<p>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2) (b) p 201</p> <p>Door sign and wall sign shall be 60” above the floor.</p> <p>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2) (b) p 201</p> <p>Door sign and wall sign shall be 60” above the floor.</p>

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Corrective Actions:

NONE

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Corrective Actions:

NONE

VII. STAFF DEVELOPMENT AND TRAINING

Corrective Actions:

NONE

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Corrective Action:

Element	Corrective Action
Discrimination Process	<p>Tulare County HHSA shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes. Div. 21-117 and 21-203</p> <p>Division 21 Civil Rights training includes material pertaining to the discrimination complaint process and in addition staff is provided with the hand-out, "DID YOU KNOW THERE ARE THREE TYPES OF COMPLAINTS." This handout describes, in detail, the difference between a civil rights, program and personal complaint. Civil Rights Coordinator to update training material to emphasize and clarify this topic in order to ensure that staff is clearly aware of the complaint process from other complaint processes.</p>